



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

DENTON et al.

Serial No.: 09/235,065

Filed: January 21, 1999

Atty. File No. 4366-27

For: "CALL CENTER TELEPHONE AND  
DATA FLOW CONNECTION  
SYSTEM"

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 22). Enclosed herewith is a petition for a one-month extension of time, thereby extending the time period for response from September 17, 2004 to October 17, 2004. Please charge Deposit Account No. 50-1602 in the amount of \$110.00 as the fee for such extension. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 14 of this paper.

) Group Art Unit: 2642

) Examiner: Knowlin, Thjuan P.

**AMENDMENT AND RESPONSE**

"EXPRESS MAIL" MAILING LABEL NUMBER: EV539129801US  
DATE OF DEPOSIT: 9/23/04

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE  
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE  
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS  
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX  
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: *Amy Duarte*